



Labor & Economic Growth

Unemployment Insurance Agency

ADVOCACY PROGRAM

ANNUAL REPORT

2005

The Unemployment Insurance Agency's Advocacy Program was created in December 1989 through Section 421.5a of the Michigan Employment Security Act. The purpose of the Advocacy Program is to provide information, consultation, and representation services to unemployed workers and employers with appeals relating to the State Office of Administrative Hearings and Rules (SOAHR) or the Board of Review levels or both. Since the Program's inception in 1991, over 128,080 customers have been serviced through the Advocacy Program.

- A. During CY 2005, seven thousand three hundred and fifty-five (7,355) unemployed workers requested Advocacy services. Of those, six thousand nine hundred and ninety-six (6,996) were provided information, consultation and representation services.
- B. During CY 2005, four thousand seven hundred and twenty-five (4,725) employers requested Advocacy services. Of those, four thousand five hundred and forty-two (4,542) were provided information, consultation and representation services.
- C. Unemployed workers fully expended the appropriation in CY 2005.
- D. Employers fully expended the appropriation in CY 2005.
- E. In 2005, Advocates provided representation at hearings for 11,538 customers. The program provided a better understanding of the appeal process by preparing customers for hearings. Advocates explained what to expect at a hearing and assured that the person with the most knowledge of the case was at the hearing which resulted in the rendering of more fair decisions. In addition, 3% of cases opened did not continue for a hearing under the Advocacy Program because the Advocate advised their customer that under the law, the case had no merit.